

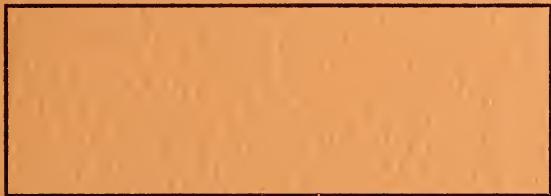
*Ann O. East
22-8-14*

ADMINISTRATIVE MANAGEMENT SOCIETY



Certificate Course in Office Administration

1965-66



THE TORONTO CHAPTER OF THE ADMINISTRATIVE MANAGEMENT SOCIETY

In co-operation with

DIVISION OF UNIVERSITY EXTENSION

UNIVERSITY OF TORONTO

AMS Certificate Course in Office Administration

Office Management may be defined as the act of direct supervision applying to all facets of office administration. Office management, as a function, is concerned with the efficient performance of office work. The office manager must, therefore, have a wide knowledge of business, covering methods and procedures, personnel administration, accounting and statistics, production and marketing, organization and economics. He should also have a general familiarity with all clerical work.

Recognizing the value of qualified personnel to act in a supervisory capacity, the Administrative Management Society, in co-operation with the Division of University Extension, University of Toronto, has arranged for an evening course in office administration. The AMS Certificate Course in Office Administration is a combination of business principles and applications. It provides instruction in the fundamentals of modern business and is designed for mature men and women in business, industry, and the Civil Service who wish to prepare themselves for the position of Office Administrator.

To obtain the AMS Certificate, the student must first complete the three-year Certificate Course in Business offered by the Division of University Extension of the University of Toronto. Graduates of this course or holders of a B. Com. degree may then register for Office Management subjects and, upon successful completion, receive the AMS Certificate.

Graduates of this course are then entitled to apply for membership in Associated Office Administrators of Ontario. Applicants will be asked to include evidence of appropriate experience in the practice of office management. The minimum experience required is five years' employment in an office immediately prior to applying for membership with the most recent two years occupied in a supervisory capacity. Other practical experience which can be regarded as the equivalent of this will also be considered. Admission to membership in this association entitles the graduates of the four-year course to use the designation C.O.A. (Certified Office Administrator).

Content

The complete course consists of eight subjects, six of which are in the program of the Certificate Course in Business. Details of this course can be secured from the Secretary, Division of University Extension, University of Toronto. Two additional subjects complete the requirements for the Certificate in Office Administration: Office Management Part I which pertains to the management of people, and Office Management Part II which pertains to the management of records.

Instruction in Office Management will begin September 20, 1965 and will be given in two-hour sessions, two evenings per week (Monday and Thursday) for a total of twenty-five weeks.

Conditions for Academic Standing

To receive credit in a subject, a candidate must obtain at an annual examination at least 50% of the examination marks as well as an aggregate of 50% of the term and examination marks. To receive honour standing in the course, a candidate must obtain an average of 75% of the examination and term marks in all eight subjects (six covered in the Certificate Course in Business plus the two subjects, Office Management, Parts I and II).

Registration

A student seeking the Certificate in Office Administration, should first complete the Certificate Course in Business. A calendar and application form for this course can be obtained by writing to the Division of University Extension, or telephoning 928-2393, 928-2394, 928-2395, or 928-2396, and should submit his application, not later than September 15 to:

The Secretary,
Division of University Extension,
84 Queen's Park,
Toronto 5, Ontario

Evening Registration and Counselling

Monday, September 13	}	7:30-9:00 p.m.
Wednesday, September 15		84 Queen's Park

Fourth Year

Students wishing to take the two Office Management subjects should submit the application form at the end of this booklet to:

The Co-ordinator,
Business and Professional Courses,
Room 201,
84 Queen's Park

Registration may be made in person at the same address from 9:00 a.m. to 5:00 p.m. daily except Saturdays.

Examinations

Final examinations in both the Certificate Course in Business and the AMS subjects will be written during the month of April.

Candidates who do not present themselves for these examinations must make application in the fall for the following spring examinations.

All examinations will be under the supervision of the Division of University Extension, University of Toronto.

A candidate who fails to obtain standing in an examination may, at the opening of the session, either make application to re-write the examination on payment of the \$5.00 examination fee, or pay the full tuition fee and re-enrol in the subject. Failure to obtain standing twice in any subject necessitates withdrawal from the course.

An AMS candidate who fails to obtain standing in three examinations throughout the course, i.e., two subjects of the Evening Course in Business and one subject in Office Management, will be obliged to withdraw.

Special examinations will be provided for a maximum of two years following the withdrawal of any subject from the course.

Fees

Tuition (each subject) \$75.00

Refunds and Withdrawals

A student is held responsible for all courses in which he registers unless he officially withdraws. Merely ceasing to attend class does not constitute official withdrawal. Refunds will be made only if they are requested before the second lecture. They should be accompanied by a letter giving the reason for withdrawal, the student's Admit-To-Lecture Card, and official receipt. Consideration for partial refunds may be given to circumstances which, supported by evidence, necessitate later withdrawal from the course. A charge of \$10.00 is made for a refund of fees.

Subjects of Instruction

Certificate Course in Business (First three years)

First Year —Accounting
—Economics

Second Year —Human Factors of Administration
—plus one subject chosen from optional list

Third Year —Business Organization
—plus one subject chosen from optional list

Optional Subjects

Business Finance
Production

Elementary Statistics
Marketing (in third year only)

N.B. Students working through to complete the fourth year of study and obtain the Administrative Management Society Certificate, are advised to select Business Finance and Elementary Statistics as optional subjects.

Fourth Year—Office Management Part I
—Office Management Part II

Description of Courses

ECONOMICS: Introduction to economic analysis, including price theory and some of its applications; the theory of income, employment, and the general level of prices; the banking system; monetary and fiscal policies; and international trade theory.

MONDAYS, TUESDAYS, AND WEDNESDAYS

ACCOUNTING: The use of accounting data and techniques in business finance and management. Principles of financial accounting, including accounting concepts, conventions and methods of measurement. Management accounting for control, including financial and cost analysis. Management accounting for planning, including budgeting and analysis for decision making.

MONDAYS AND TUESDAYS

HUMAN FACTORS OF ADMINISTRATION: A course designed to assist the student in gaining appreciation of the human factors involved in the management of business and industrial organizations.

Course content will include various aspects of human behaviour in an industrial society; business and industry as a social system, the significance of feelings, attitudes and values in the work setting; motivation, communications, morale, etc.

TUESDAYS AND WEDNESDAYS

BUSINESS ORGANIZATION: A consideration of the problems and practices of the business manager and government administrator. An examination is made of the various aspects of policy determination, organizing, direction and control. The inter-relationship of the specialized functions of production, finance, marketing and personnel management is examined using the case method extensively.

FRIDAYS

BUSINESS FINANCE: The finance function in business management, raising and using funds in such a way as to maximize rate of return on investment. The allocation of funds among competing uses. Internal financing and funds flows. External financing and the financial environment.

THURSDAYS

MARKETING: Marketing ranks with production as one of the two basic functions of modern industry. This course is designed to develop an appreciation of all those business activities involved in moving goods from the producer to the ultimate consumer and covers marketing research, product planning, advertising, sales and pricing. The course will include discussions of actual marketing cases.

MONDAYS AND TUESDAYS

PRODUCTION: An introduction to a systematic study of the organization and management of the industrial firm, centering on the various techniques used in analysing, measuring, and improving the effectiveness of the men, machines, and materials involved.

The content of the course will include: organization, product development, plant location and layout, work measurement, work simplification, planning and control, and operations research.

MONDAYS

ELEMENTARY STATISTICS: This course is concerned with the use of quantitative data in making business decisions under conditions of uncertainty. Elementary statistical techniques and principles of probability and statistical inference are applied to business problems. Lectures deal with the presentation of statistical data (including correlation, index numbers, and time series) and the making of inferences from sample data. A knowledge of algebra and the ability to read simple mathematical tables are essential.

TUESDAYS

OFFICE MANAGEMENT—PART I: Office Management Part I deals with administration as it affects people—it includes: the nature of management; the meaning of work; leadership and the process of supervision; employee selection, training and development; job descriptions and evaluation; salary administration; performance evaluation; union relations; employee service and benefit programmes.

THURSDAYS—Beginning, September 30, Room 107, Galbraith Building, 7:30 p.m.

Instructor—W. E. Lennox

Text: Strauss and Sayles: *Personnel—Human Problems in Management* (Prentice-Hall)

OFFICE MANAGEMENT—PART II: Office Management Part II deals with the efficient and economical control of communication and information services. Some of the topics studied are: organization planning, systems analysis, work simplification, records management, forms design and control, mechanization, and electronic data processing.

MONDAYS—Beginning, September 27, Room 244, Galbraith Building, 7:30 p.m.

Instructor—R. N. Beattie

Text: Hicks and Place: *Office Management* (2nd edition) Allyn and Bacon

The Division of University Extension offers other courses of a business nature:

BUSINESS AND PROFESSIONAL COURSES

A wide variety of courses designed to meet the needs of executive and supervisory personnel, covering such general areas as accounting, management, finance, personnel, marketing, etc. In general, these courses are non-credit and there are no academic requirements for enrolment. In many cases the enrolment is limited. Optional examinations are offered in some subjects.

CERTIFICATE COURSE IN PUBLIC ADMINISTRATION

This course is intended primarily for those with considerable experience in the public service who wish to acquire a broader background in the political and social sciences essential to an understanding of the executive branch of government and its functions. It is not intended as a preparation for those planning to enter public service. Emphasis is on Canadian governments at all levels (federal, provincial, and municipal), and their major problem areas. The course consists of six subjects of which no more than two can be taken in any one year. Thus the complete program can be completed in a minimum of three years.

CORRESPONDENCE COURSES

Correspondence courses are conducted for the Association of Administrative Assistants, Association of Personnel in Employment Security, Association of Professional Engineers, Canadian Credit Institute, Canadian Institute of Realtors, Canadian Institute of Traffic and Transportation, Chartered Institute of Secretaries, Chemical Institute of Canada, Ontario Association of School Business Officials.

APPLICATION FORM

AMS Certificate Course in Office Administration

Name..... Home Telephone.....

(PLEASE PRINT NAME IN FULL)

Address.....
(NUMBER AND STREET) (POSTAL DISTRICT NO.)

Business Name..... Occupation.....

Business Address.....
..... Business Telephone.....

Date of Birth.....

Education.....

I wish to enrol in the following

PART I PART II

I have completed the Certificate Course in Business

Year..... Subjects taken.....
.....
.....
.....

Attached is remittance for tuition fees at the rate of \$75.00 for each part

Will your Employer underwrite any part of your Fees? NO YES Part Fee Total Fee

Date..... Signature.....

FOR OFFICE USE ONLY:

Receipt No. Cash Cheque CCB Other

